



# U.S. ARMY GARRISON MANNHEIM



## SOLDIER QUARTERS MANAGEMENT POLICY

Standard Operating Procedures

12 July 2006

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**DEPARTMENT OF THE ARMY**  
**UNITED STATES ARMY GARRISON MANNHEIM**  
**UNIT 29901**  
**APO AE 09086-9901**

IMEU-MAN-ZA

**JUL 12 2006**

**MEMORANDUM FOR All Soldiers Residing in United States Army Garrison Mannheim Unaccompanied Personnel Housing (UPH) Soldiers Quarters**

**SUBJECT: United States Army Garrison Mannheim (USAG-M) Soldiers Quarters Management Standing Operating Procedures (SOP)**

1. **PURPOSE:** To provide policy for the assignment, termination, maintenance, inspection and responsibility for management of UPH for all personnel residing in Soldiers quarters managed by the Housing Division, Directorate of Public Works.

2. **SCOPE:** This SOP is applicable to all occupants of enlisted facilities in USAG Mannheim.

3. **REFERENCES:**

- a. AR 210-50, 3 Oct 05, Housing Management.
- b. AR 190-11, 2 Dec 98, Physical Security of Arms, Ammunition, and Explosives.
- c. USAREUR Suppl 1 to AR 210-50, 16 May 02, Housing Management.
- d. AR 190-6, 12 Sept 03, Registration of Privately Owned Weapons.
- e. AR 190-51, 30 Sept 93, Security of Unclassified Army Property (Sensitive and Non-sensitive).
- f. USAREUR Command Policy Memorandum #11, Soldiers Quarters, 6 Nov 01.
- g. Army in Europe Command Policy Memorandum #24, Chain-of-Command Visits to Soldier Quarters, 4 May 03.
- h. AR 420-70, Facilities Engineering – Buildings and Structures, 17 Nov 76.

- i. USAREUR Supplement 1 to AR 420-70, 12 Aug 80.

#### 4. RESPONSIBILITIES:

- a. The Garrison Commander provides adequate facilities and services and manages the Soldiers quarters management program per AR 210-50 and other appropriate governing regulations.

- b. The Chief of the Housing Division and the Director of Public Works ensure the UPH Office is properly staffed.

- c. The Housing Division Coordinator for Single Soldier Housing acts as the Executive Agent for the commander in establishing and enforcing Soldiers quarters management policies and procedures, and has oversight of the program.

- d. The UPH Manager:

- (1) Manages, operates, and maintains the Soldiers quarters facilities and equipment.

- (2) Maintains utilization statistics, prepares reports in accordance with AR 210-50, and maintains automated occupancy data.

- (3) Provides area oversight of buildings and grounds as detailed in this SOP.

- (4) Monitors the maintenance of grounds and facilities.

- (5) Escorts personnel who provide fire, safety, security, and maintenance services.

- (6) Coordinates maintenance, repair, improvements, and self help.

- (7) Interviews applicants advising them of entitlements, waiting periods, and occupancy requirements.

- (8) Conducts assignment, pre-termination, and termination inspections to occupants.

- (9) Initiates actions for acquisition of furnishings and supplies. Establishes, maintains, and routinely reconciles hand receipts with Furnishings Management Office (FMO) and Soldier quarters residents.

(10) Reports and coordinates with units for statements of charges and financial liability investigation of property loss (FLIPL) for damaged facilities, equipment, and furnishings.

(11) Maintains a key control system. Maintains emergency access keys and establishes after duty entrance procedures for persons who have locked themselves out.

(12) Conducts regular inspections of facility, concentrating on building conditions, and facility/furnishings accountability and conditions.

(13) Commanders will withdraw privileges allowed by this SOP for Soldiers who fail to meet established standards.

(14) Provides a copy of this SOP to the Unit Commander and First Sergeant.

e. Soldiers Quarters Manager:

(1) The unit First Sergeant will appoint a Soldiers Quarters Manager in writing. This Soldier will be in the rank of Sergeant or above. This Soldier can either be the senior ranking Soldier in the building or a Soldier appointed by the First Sergeant. The Soldiers quarters Manager will sign for all common area appliances, common area equipment, and day room furniture if applicable. This will include, but is not limited to, washers and dryers, microwaves, hall buffers, and vacuum cleaners.

(2) Supervises and ensures all assigned occupants share cleaning of common areas. Checks fire extinguishers and turns in those needing replacement to the Fire Department.

(3) Coordinates and conducts meetings for issues related to cleaning and/or maintenance of common areas as required.

(4) Reports maintenance requirements to the UPH Management Section.

(5) Reports Soldiers failing to meet the standard of this SOP to the unit chain of command.

(6) May sub-hand receipt common area furnishings to floor managers if desired.

f. Floor Manager:

(1) First Sergeant will appoint the senior ranking Soldier on the floor as Floor Manager.

(2) Schedules and ensures the cleaning and maintenance of common areas.

(3) Coordinates required work orders with the Soldiers Quarters Manager.

(4) Reports damage to facilities or property to the Soldiers Quarters Manager.

(5) Reports Soldiers failing to meet the standard of this SOP to the Soldiers Quarters Manager.

5. GENERAL:

a. The standards for health, welfare, security, safety, and cleanliness must be maintained in Soldiers quarters at all times.

b. Commanders will read and abide by the guidelines and standards established in references 3f and 3g and will:

(1) Reinforce the importance of Noncommissioned Officer (NCO) leadership in the daily care and supervision of subordinates, as well as the need for NCO leaders to know, clearly define, and reinforce unaccompanied Soldier living standards and quality of life.

(2) Check common areas at least once a day for cleanliness and security.

c. Ensure all Soldiers participate in keeping the common areas clean.

6. PRIVILEGES:

a. Soldiers may store and consume alcoholic beverages in their assigned quarters. Unit Commanders will establish policies that ensure the use of alcohol does not impair safety and security or degrade order and discipline.

b. Soldiers may have visitors in their rooms during the day (0600-2400) but must have permission from the company commander and room mate before having visitors overnight (2400-0600). Commanders may restrict this rule.



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- (1) No visitors less than 18 years of age without a parent or legal guardian.
- (2) Cohabitation is not permitted.
- (3) All roommates must consent to visitors if more than one Soldier occupies the room.

c. Soldiers may paint their rooms after acquiring written approval from the Housing Division. Soldiers will restore their quarters to the original color and condition prior to final clearance.

d. Soldiers may furnish their rooms with personal property under the following conditions:

- (1) Placement of personal property does not encroach on another person's space or block an exit.
- (2) Personal property will be serviceable and present no safety hazard.
- (3) Waterbeds are prohibited.

e. Commanders will conduct a Command Inspection Program (CIP) and TA-50 inspections in areas designated by the unit.

f. When possible, the Housing Division will assign smokers to be roomed together, otherwise, rooms are nonsmoking. All public access and common areas are designated non-smoking.

7. Soldiers requiring separation from their spouse or family are not authorized to reside in Soldiers quarters.

8. Proponent: The proponent for this SOP is the USAG Mannheim Housing Division Chief at DSN 385-2611.

  
JEFFREY FLETCHER  
LTC, AG  
Commanding



## APPENDIX 1

### **Room Assignments and Terminations**

1. Room assignment is based on the applicant's entitlement, type and facility availability.
2. UPH manager will not assign Soldiers quarters to Staff Sergeant promotable and above.
3. The housing inspector will conduct a joint quarter's inspection with the resident. The resident will sign for furnishings and condition of the quarters.
4. The resident must schedule a pre termination inspection 10 working days before leaving (PCS, ETS, deployment, TDY in excess of 180 days). The resident must schedule a termination inspection no later than 3 days prior to their final out.
5. The housing inspector will conduct the final inspection and sign the clearing papers. If there is damage to real property or government furnishings, the inspector will submit a statement of charges, cash collection voucher, or financial liability investigation of property loss to pay for the cost of the damages.
6. Soldiers will be held liable to pay for the cleaning cost if they do not clean their room before leaving. If the Soldier is no longer in the military, arrangements will be made with Finance to recoup the cost of preparing the quarters for the next resident.
7. Residents will inform the Housing Office of any change in status that may affect eligibility for quarters, such as marital status, promotion and assignment to family quarters.
8. Unit integrity must be maintained at the company level when housing Soldiers. The Senior Mission Commander may waive this rule when it is necessary to meet constraints based on building size or room standards.

## APPENDIX 2

### Minimum Space Adequacy and Privacy Standards

1. AR 210-50 defines Soldiers quarters as "Housing designated for use by enlisted personnel in grades E6 and below." If a building conforms to the 1 + 1 or 2 + 2 standards, the following applies:

a. Staff Sergeant and Sergeant (Permanent Party, bonafide single): 135 square feet net living area; not more than one person per suite, personal bath.

b. PV1 through CPL/SPC (Permanent Party, bonafide single): 90 square feet net living area; not more than two persons per suite, shared bath.

2. In the event that a room is not at 1+1 or 2+2 standard the following will apply:

a. Rooms larger than 360 square feet will have no more than four (4) personnel assigned to it at any given time (PV1-SPC).

b. Rooms larger than 540 square feet will have no more than four (4) personnel assigned to it at any given time (SSG-SGT).

## APPENDIX 3

### Physical Security

1. The UPH Management Section provides keys to quarters. Unauthorized locks are not permitted. Residents will provide their own lock to their assigned storage area. Residents will report lost room keys or damaged room locks to the Housing Office as soon as the condition is known. Depending on the circumstances, replacement of core lock and keys may be at the resident's expense (See Appendix 16).
2. **As stated above, assigned Soldiers will not give the key for their room door to a nonresident. Soldiers may not "sublet" their assigned quarters to any other person. Soldier's quarters, to include latrine and laundry facilities, are for assigned resident only. This means personnel who are not registered, as residents may not shower in the latrines after P.T. or any other time. As the assigned resident, you are responsible for the key and its security.**
3. Doors and windows will be closed and locked when rooms are not occupied. Window screens shall not be removed.
4. Large sums of money (\$100 or greater) should never be kept in the individual rooms, but should be deposited in a financial institution.
5. Soldiers will terminate room assignment if they are TDY for 180 days or more. If the resident desires, their name will be maintained on a waiting list with the anticipated date for reassignment.
6. Soldiers are responsible for their personal property.

## APPENDIX 4

### Safety

1. Safety is of utmost importance within the Soldiers quarters. Report any deficiencies to the UPH section.
2. Keep fire doors closed at all times.
3. Explosives (firecrackers, gunpowder, and flammables) will not be brought into the Soldiers quarters for any reason.
4. Microwave ovens exceeding 1000 watts will not be utilized unless approved by the UPH Manager.
5. All cooking will be done in the common kitchenette only. Cooking appliances such as hot plates, deep fryers, toasters, etc., are not permitted in the residence. Cooking in the common kitchenette will not be left unattended at anytime.
6. All open flames (candles, lamps, and incense) are prohibited.
7. Electrical appliances that have a heating element, other than electric irons, curling irons, hair dryers, coffee pots, or air type popcorn poppers are prohibited.
8. There will be absolutely **NO SMOKING IN BED.**
9. Residents should acquaint themselves with the location of fire extinguishers and fire exits. The Commander or First Sergeant will appoint in writing one Soldier to serve as Fire Warden for each Soldiers quarters building. his Soldier must attend Fire Warden Training located at the Fire Department on Coleman Soldiers quarters.
10. During a fire alarm, residents must evacuate the building as quickly and safely as possible.
11. Approximately \$240,000 is spent annually on the cleanup of dead pigeons and pigeon excrement. Building residents must keep common and attic window openings closed to prevent pigeons from entering the building In the event that damages are caused by open windows, the unit will be financially liable to pay for reparations.
12. Residents are required to keep lights in hallways, SCA, storage areas attic, latrines, washer and dryer, etc., off when not in use.

## APPENDIX 5

### **Appearance and Standards**

1. Soldiers are required to clean their building daily. Commanders and First Sergeant will check common use areas for cleanliness and security once a day.
2. Do not remove government property from the room.
3. Residents will recycle. Place trash in the properly marked containers (yellow bags, paper container, or refuse).
4. Pets or caged animals are not authorized.
5. To maintain good appearance in the quarters, profane, sexually explicit, obscene, graphic, immoral or vulgar phrases, pictures, or posters will not be displayed on the walls.
6. Do not place or hang pictures/posters directly on the walls. Use appropriate mounting hardware to affix pictures to the mounting boards. This material is available at the Mannheim Self Help Store located on Taylor Barracks.

## **APPENDIX 6**

### **Inspections**

1. Commanders, First Sergeants, and immediate supervisors will make random checks (on a regular basis) of their Soldiers' rooms/living areas for the purpose of maintaining a standard of health and welfare, cleanliness, functionality, neatness, and security in addition to their daily checks of common areas and facilities.
2. Leaders will respect privacy, but may enter rooms in the performance of their duties to conduct security, fire, and safety checks, locate Soldiers, respond to complaints, inspect for violations of unit health and welfare, cleanliness or standards, and enforce standards described in the SOP. Two persons are required to inspect individual rooms, unless the occupant is present; then only one is required.
3. Visibility of unit leaders within Soldiers quarters will enhance morale, foster teamwork, and improve living conditions and the well being of the Soldier.
4. Military Police, MPI, and CID agents are allowed to search Soldiers quarters and common areas on official duty and after they present their credentials. Search of Soldiers' rooms will only be allowed if, upon presentation of a search warrant, the Soldier consents, or evidence relating to a crime is being or about to be destroyed. The UPH Manager, USAG Mannheim Commander, USAG Mannheim Deputy Commander, USAG Mannheim Command Sergeant Major and Unit Commander will be promptly notified of the request for search and the use of military working dogs.
5. Periodic inspections and inventories will be announced at least 24 hours in advance whenever possible.
6. Soldiers or a representative will be available at the room for maintenance and repair work.

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## APPENDIX 7

### **Parking/Washing of Cars**

1. Do not park any vehicles on the grass, fire lanes or sidewalks. If Soldiers damage the grass they will be charged the cost of restoration.
2. Wash vehicles at the Auto Craft Shop, off-post car wash or the Sullivan Wash Rack. Automotive maintenance will be performed at the Skill Development Center Auto Craft, Building 426 on Taylor Barracks.
3. No automotive parts will be stored in or around Soldiers quarters facilities.

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## APPENDIX 8

### **Energy Conservation**

1. The unit Commander or First Sergeant will appoint one Sergeant in writing as the Energy Conservation NCO.
2. All lights and water faucets will be turned off when not in use. Radiators will be turned to the lowest setting when not in use.
3. Soldiers, Floor Manager or Soldiers Quarters Manager will submit all service orders to the DPW service order section Building 346 Taylor Barracks, DSN 381-8797 / 8798 or CIV 0621-730-8797 / 8798.



## APPENDIX 9

### **Soldier Common Area**

1. Soldier Common Areas (SCA) are for the convenience and relaxation of the Soldier and residents will:

- a. Ensure use by building residents only.
- b. Keep free of trash at all times.
- c. Not leave unattended clothes in laundry room. USAG Mannheim personnel and unit chains of command are not responsible for unattended clothing and personal items.
- d. Coordinate use of the kitchenettes with the Soldiers quarters Manager. Properly clean kitchenettes after each use and ensure proper disposal of cooking grease (do not dump out windows or down the sinks drains).
- e. Coordinate and sign for game room equipment from unit.
- f. Not conduct private parties or meetings in the SCA.
- g. Not smoke or consume alcohol in the SCA.

## APPENDIX 10

### **Furnishings Accountability and Punitive and Pecuniary Liabilities**

1. GENERAL: The Unit Commander, First Sergeant, Soldiers Quarters Manager and Floor Manager, have the authority to detail any and all personnel residing in the Soldiers quarters to correct fire or other hazards at any time. This includes details such as cleaning stairwells, game room, laundry room, and latrines. When detailed, individuals will comply immediately.

#### 2. PUNITIVE AND PECUNIARY LIABILITIES:

a. Residents are required to abide by this SOP. Violators of this SOP may be referred to their Commander for appropriate administrative and/or disciplinary action(s).

b. UPH residents who have been provided furnishings may be held liable for damage or loss caused through their abuse or negligence. Their own action or that of a guest may cause the damage or loss. It includes damage that requires cleaning, repair, or refinishing that exceeds fair wear and tear usage as determined by a qualified UPH technical inspector.

c. Residents will sign the liability statement at **Appendix 13** acknowledging they have read this SOP and understand the provisions there of concerning their potential liability.

d. Soldiers will sign for the property under their control at time of assignment.



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## APPENDIX 11

### **Maintenance**

1. Soldiers will submit service orders to the Building Manager. The Building Manager will submit the service order to the DPW Service Order Desk at DSN 381-8797 / 8798 or CIV 0621-730-8797 / 8798.
2. Building Managers will submit work orders to the Installation Coordinator for processing to the DPW work order reception desk.
3. Residents will call in requests for emergency service after duty hours (1600 each day, weekends or holidays) to Emergency Engineering, 0621-730115 or DSN 115.

## APPENDIX 12

### **Storage of Privately Owned Weapons, Ammunition, Pyrotechnics, and Fireworks**

1. References:

- a. AR 190-11, 31 Mar 87, Physical Security of Arms, Ammunition and Explosives.
- b. USAREUR Regulation 190-14, 16 Aug 92, Registration of Privately Owned Weapons.

2. Because of changes in German law, which took effect 1 January 2001, U.S. Forces personnel in Germany who possess and plan to use Privately Owned Firearms (POFs) for shooting or hunting must register them under the German weapons-registration system and obtain a *Waffenbesitzkarte* (German Weapons Possession Card).

3. All U.S. Forces personnel in Germany must have their POFs registered with the German Government, store their POFs in an approved manner (unit arms room), dispose of or export them from Germany in accordance with U.S. customs instructions. POFs are defined in reference 1b as being:

- a. Shotguns.
- b. Rifles.
- c. Handguns.
- d. All war trophy weapons.
- e. Antique and replica firearms with operational firing mechanisms.
- f. Fully automatic weapons (if properly registered with the USAREUR Registrar).
- g. Curios and relics (such as shot pistols).
- h. Shoulder stocked pistols and revolvers.
- i. Muzzle loading weapons.

APPENDIX 12 (continued)

- j. Cross bow.
  - k. Black powder guns.
  - l. Martial arts "throwing stars."
  - m. Air rifles and pistols; and BB, pellet, and dart guns.
  - n. Bows and/or arrows.
  - o. Hatchets, \*knives, daggers, swords, spears, or similar instruments with a blade or cutting edge.
  - p. Slingshots.
  - q. Boomerangs.
  - r. Spear guns or other similar devices.
4. Weapons may be checked out of the arms room for repair, marksmanship at approved ranges, or hunting. Weapons will not be stored in vehicles, brought into Soldiers quarters, or brought to work areas for any reason.
5. Military weapons will not be brought into Soldiers quarters except as part of official military duties. Cleaning of weapons, in this instance, is not considered official military duties.
6. Any type of explosive or burning device, to include pyrotechnics, government and privately-owned ammunition, TNT, primer cord, blasting caps, grenades both real and simulators, torpedoes, cherry bombs, mines and bombs are strictly prohibited in the Soldiers quarters and work areas.

NOTE: \* Applies only to knives with a blade length in excess of 3 1/2 inches.



## APPENDIX 14

### **Assignment and Termination Checklist**

The following procedure is recommended for inspecting rooms prior to assignment and termination of residents.

#### **I. Check the suite entrance and window areas.**

- (a) Is the room number properly attached to the door?
- (b) Does the door latch properly?
- (c) Does the door open easily?
- (d) Is the door clean inside and out?
- (e) Is the threshold secure and clean?
- (f) Is the window clean on the outside?
- (g) Is the window clean on the inside?
- (h) Are the windowsills inside and outside clean?
- (i) Does the window operate freely?
- (j) Are the tracks/frame clean?
- (k) Does the window close completely?

#### **II. Check the window screens.**

- (a) Is it missing?
- (b) Is it ripped or broken?

#### **III. Check the kitchenette.**

- (a) Is the floor clean and properly shined?
- (b) Is the sink clean?
- (c) Has the faucet been polished?
- (d) Is the counter top clean?
- (e) Are the cabinet doors functioning properly?
- (f) Are the cabinet shelves mounted properly?
- (g) Are the cabinet exteriors in good condition?
- (h) Are the cabinets clean inside and out?
- (i) Are the refrigerator and microwave operating properly?
- (j) Are the refrigerator and microwave clean inside and out?



## APPENDIX 14 (continued)

- (k) Is the frost in the freezer less than 3/16 inches thick?
- (l) Do the doors seal properly on both machines?
- (m) Are the electrical cords in good conditions?

### IV. Check the bathroom.

- (a) Is the tub/ shower clean, with no hair or evidence of mold or mildew?
- (b) Are the tiles clean of soap scum?
- (c) Is the grouting around the tub/shower in good condition?
- (d) Is the soap dish clean?
- (e) Have plumbing fixtures and faucets been polished?
- (f) Do all the faucets work correctly?
- (g) Has the towel rack been wiped clean?
- (h) Has the shower curtain rod been wiped clean?
- (i) Is the correct number of shower curtain rings in place?
- (j) Is the shower curtain clean and free from mildew?
- (k) Is the shower curtain free from rips and tears?
- (l) Is the toilet clean and free of stains and rust?
- (m) Does the toilet operate properly?
- (n) Do the tub/shower, toilet and sink drain properly?
- (o) Is the mirror clean?
- (p) Is the sink clean?
- (q) Is the counter top clean?
- (r) Does the sink stopper function properly?
- (s) Is the medicine cabinet clean inside and out?
- (t) Is the medicine cabinet free from rust?
- (u) Are all the medicine cabinet shelves installed correctly?
- (v) Are all the previous resident's personal items removed?
- (w) Is the floor clean, free of scuffmarks and in good repair?
- (x) Are the light fixtures clean?
- (y) Do all the light bulbs work?

### V. Check the walls and ceiling.

- (a) Is the plaster free from any cracks?
- (b) Is the plaster free from holes where pictures have been hung?
- (c) Are there any "bubbles" in the plaster, paint, or wall covering that might indicate leaks?
- (d) Are there tears in the wall covering?

APPENDIX 14 (continued)

- (e) Are there finger marks, soil or smudge marks?
- (f) Are the corners free of cobwebs?

**VI. Check the bedroom floors.**

- (a) Has the carpet been well vacuumed (trash and grit removed)?
- (b) Is the floor clean under beds and other furniture?
- (c) Are all the edges of the room where molding and floor join, free from any build-up of dust?
- (d) Is the carpet free from tears?
- (e) Is the carpet free from burned spots or bleach stains?
- (f) Is the carpet free of spots that need to be removed with spot remover?
- (g) Is the carpet free from a mildew odor?

**VII. Check the closet(s).**

- (a) Is the floor clean?
- (b) Is the rod installed firmly?
- (c) Is the closet hook firmly mounted?
- (d) Is the closet free of previous resident's belongings?
- (e) Are drawers free of previous resident's belongings?
- (f) Have the inside of drawers been cleaned?
- (g) Is the closet door clean inside and out?

**VIII. Check the room furnishings, fixtures and equipment.**

- (a) Do all the light switches work properly?
- (b) Do all lamps switches work and are bulbs the correct wattage?
- (c) Are lamp bases, bulbs, and shades free from dust?
- (d) Is furniture clean and free of dust and scratches?
- (e) Are all drawers free of personnel belongings from the previous resident?
- (f) Have the inside of drawers been cleaned?
- (g) Have headboards and nightstands been dusted?
- (h) Are headboards straight?
- (i) Are all fixtures free from dust?
- (j) Are chairs clean (check underside of cushions and frame as well)?
- (k) Are handles solidly installed on all drawers?

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- (l) Is the wastebasket clean, with appropriately sized liner inside?
- (m) Are the heating, ventilation and air conditioner working properly?
- (n) Is the air conditioner/heater (top, grill, and knobs) clean?
- (o) Is the closet door mirror clean?

#### **IX. Check window treatments.**

- (a) Are they installed properly?
- (b) Do the window treatments adjust easily?
- (c) Do they close properly?
- (d) Are the operating cords and rods functioning properly?
- (e) Are the window treatments clean and in good condition?

## APPENDIX 15

### **Transient Billeting**

1. The UPH Manager establishes and maintains transient billeting for Soldiers assigned to the Mannheim Community. Building 275 Benjamin Franklin Village is the transient billet. The transient billets are to be used as temporary lodging for incoming Soldiers in the grade of E6 and below.
2. The UPH Manager will assign Soldiers quarters or transient facilities based on information obtained during the in-processing briefing.
3. Soldiers assigned to transient billets will fill out an in-processing sheet with the UPH Section. The UPH Section will take the Soldier to Building 275, issue a room key, furniture, and linen. The Soldier will sign for the furniture, the room key and linen on DA Form 2062 or DA Form 3161. The soldier will return to the UPH section on the following working day for permanent quarters assignment. The UPH Section will transport the Soldier to the installation, issue his / her room key, furniture hand receipt, and provide a statement of understanding for signature by the Soldier. The Soldier returns to the UPH section to clear their transient room.
4. Soldiers will be charged for damage to the transient room, furniture, appliances or linen at time of check out.
5. Soldiers must conduct themselves in a professional manner at all times when assigned to the transient billet.

## APPENDIX 16

### Key and Lock Procedures

1. The Directorate of Public Works (DPW) is responsible for the installation, maintenance, repair and replacement of locks and keys and key card systems for all real property facilities. All locks that are for non-real property such as lockers, mailboxes, cabinets, desks or similar items are not maintained or repaired by DPW.

2. In the event that a Soldier's residence key is lost, stolen or no longer works correctly, the procedures outlined below will be followed:

a. Lost keys or broken key cards can be replaced at the UPH section of the Housing Division, Monday – Friday 0730 -1530. The Soldier will be issued a statement of charges, cash collection voucher or Financial Liability Investigation of Property Loss for the replacement of the lost key or broken key card. Key cards that are not physically damaged but will no longer activate the locking system will be replaced at no charge.

b. Soldiers that lose or damage their keys and/or key cards after duty hours, weekends, and holidays will contact their Unit Commander or First Sergeant to obtain the unit's key to their quarters. On the next working day the Soldier will follow the procedures as indicated in paragraph 2a above and return the unit's key back to the Commander or First Sergeant.

3. Key cylinders will be replaced at the resident's expense when two or more keys to the residence have been lost.

4. Commanders, First Sergeants, and residents are not authorized to replace lock cylinders. The UPH section will schedule lock cylinder replacements through a work order to the DPW work order service desk. Commanders, First Sergeants, and residents are not authorized to have spare keys made on the economy. The UPH section will request additional keys through a service order to the DPW metal shop.

5. Emergencies, after duty hours, weekends and holidays, Commanders or First Sergeants will contact the Mannheim Fire Department for emergency lock services at DSN 115. The next work day the UPH section will charge the resident for the lock replacement through a statement of charges, cash collection voucher, or the initiation of a Financial Liability Investigation of Property Loss if found at fault.